LONG DELAY AND FLIGHT CANCELLATION NOTICE under the Canadian Air Passenger Protection Regulations (APPR) This notice applies to flights operated by Air Canada, Air Canada Rouge and Air Canada Express. 1. INFORMATION

If your flight is delayed or cancelled, we'll inform you of the reason. See below for information on the compensation and standards of treatment to which you may be entitled, as well as the recourse you have available.

2. REBOOKING

If your flight is delayed three hours or more, or cancelled, we'll rebook you on an alternative flight to your destination at the earliest opportunity, if you desire such arrangements.

3. REFUND

If, due to a situation within Air Canada's or required for safety purposes, your flight is delayed three hours or more, or cancelled, and you refuse the alternate travel arrangements offered because travelling no longer serves a purpose, we'll refund the unused portion of the ticket or, if you aren't at your point of origin, refund your ticket and return you to your point of origin. If your flight is delayed three hours or more, or cancelled, because of a situation outside Air Canada's control, any refund is subject to applicable fare rules.

4. STANDARDS OF TREATMENT

If, due to a situation within Air Canada's control or required for safety purposes, (i) you have been informed of the delay or cancellation less than 12 hours before the departure time indicated on your ticket, and (ii) you have waited two hours after the departure time indicated on your ticket, we'll provide you with the following:

- Food and drink in reasonable quantities, considering the length of the wait, the time of day and location;
- Access to a means of communication; and
- Hotel or comparable accommodations within reasonable distance from the airport for overnight delays for out-of-town passengers, subject to availability.

ACF5019-UA (+1-866-568-3047. COMPENSATION

If, due to a situation within Air Canada's control, your flight was delayed three hours or more, or cancelled, you'll be entitled to receive compensation, unless:

a) You do not have a confirmed reservation or are travelling on a fare that isn't available, directly or indirectly, to the public;

b) You are informed of the delay or cancellation at least 15 days before the scheduled time of departure;

c) Your flight was delayed or cancelled due to situation outside of our control or required for safety purposes;

d) You have already been paid denied boarding compensation;

e) You have already been paid under another passenger rights regime for the same event;

f) You failed to submit your claim within one year of the flight delay or cancellation.

Compensation for delays and cancellations is calculated based on your arrival time at final destination and is:

- 400 CAD for delays at arrival between 3 and 6 hours;
- 700 CAD for delays at arrival between 6 and 9 hours; and
- 1,000 CAD for delays at arrival of 9 hours and more.

6. RECOURSE

Please contact Air Canada Customer Relations to file a claim, or for any concerns and complaints at:

www.aircanada.com/customerrelations

If you feel that we have not resolved your issue to your satisfaction, you may also contact the Canadian Transportation Agency (CTA). You can visit the website of the CTA to learn more about your rights at:

www.otc-cta.gc.ca/eng or call the CTA for advice at +1-866-568-3047.

Complete details can be found at:

www.aircanada.com/ca/en/aco/home/legal/conditions-carriage-tariffs.html